HORIZON
Unlimited communications

# Device Customisation User Guide

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# 1.0 Introduction

The handset customisation includes two key options:

- Assigning line or Busy Lamp Field (BLFs) keys
- Assigning soft keys to the device which are the action keys across the bottom of the screen

Currently the handset customisation is available on Cisco 502, 504 and Polycom 650 handsets only.

# 2.0 Customisation Options for the Cisco 502

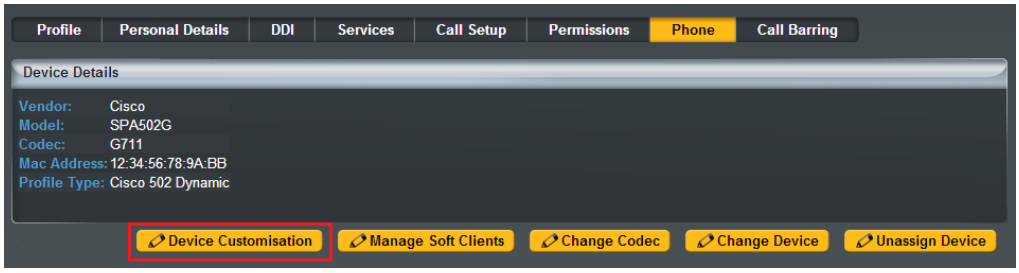
## 2.1 Assigning a Speed Dial to a line key

The Cisco 502 handset does not have line keys so speed dials cannot be assigned to this handset. It would require a side car to be able to assign speed dials.

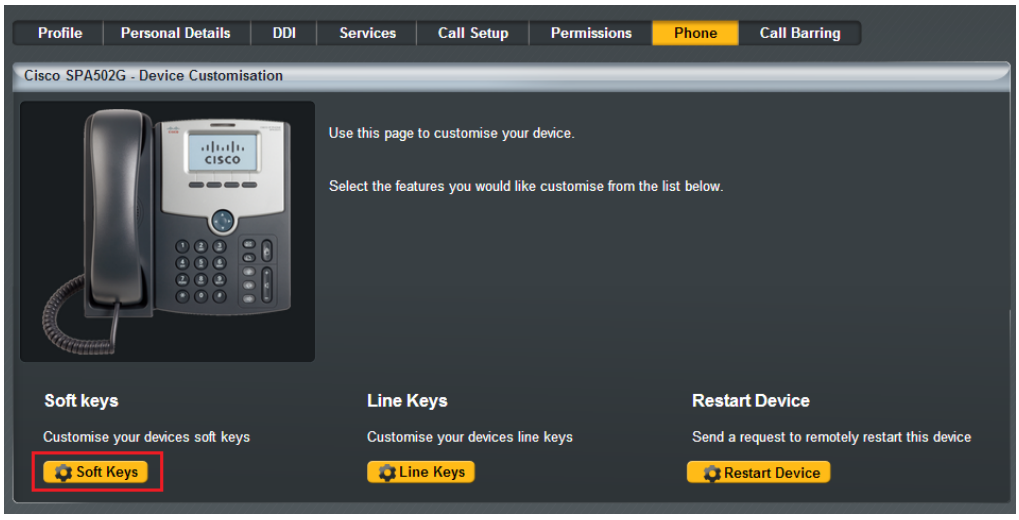
## 2.2 Assigning Soft Key Options

Go to Dashboard, then Users, then Edit and then Phone Tab

Click 'Device Customisation' Button



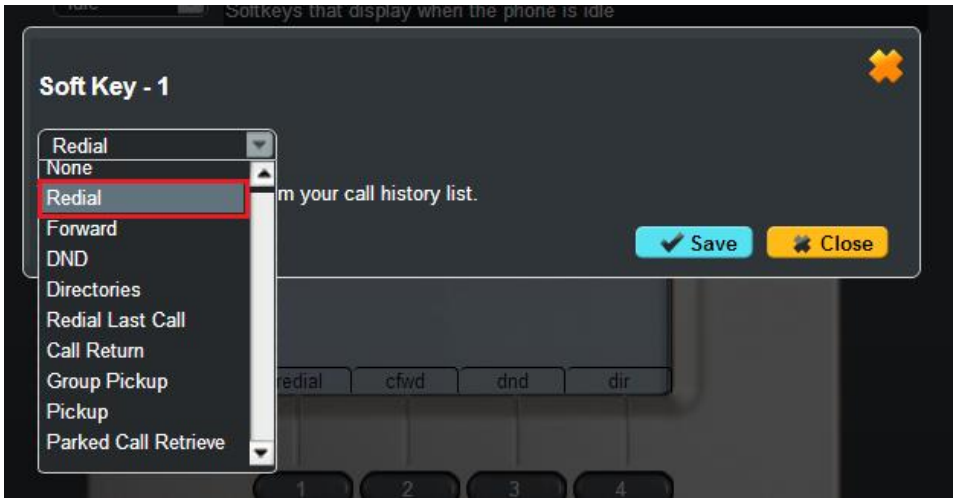

Click 'Soft Key' Button




You can select the device state for which to configure the soft keys

Click on a soft key

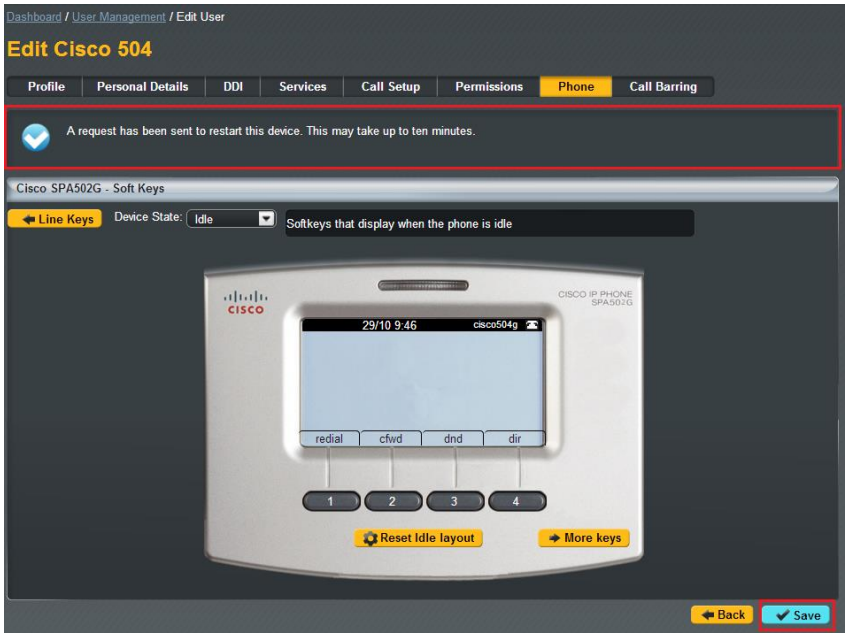
A window will popup. Select a soft key option




Click Save

The Horizon interface will update the label for the soft key with the selected value.

Click Save to restart the device



If the user does not click save, the new device configuration (containing the speed dial) will be applied at midnight.

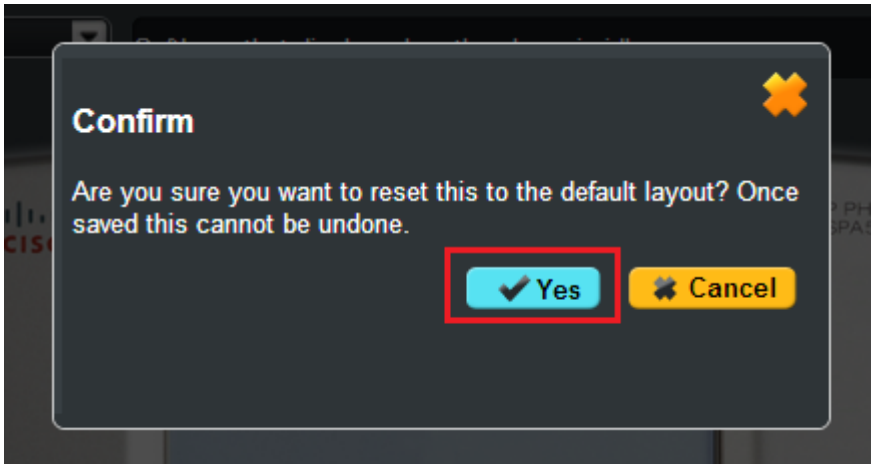
The "more" button can be clicked in order to apply options to the other soft keys on the device

## 2.3 Resetting the soft key layout

Go to the Dashboard, then Users, then Edit, then Phone Tab, then Device Customisation and finally Soft Keys

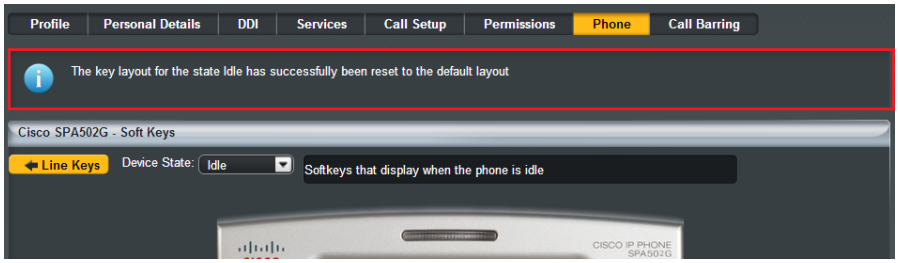
Click the 'Reset ‘Device State’ Layout' Button

A window will appear informing what will be reset




Click Yes

The Horizon interface will reset the layout for that state and the configuration file will update




Click Save to restart the device

Profile
Personal Details
DDI
Services
Call Setup
Permissions
Phone
Call Barring
A request has been sent to restart this device. This may take up to ten minutes.
Cisco SPA502G - Soft Keys
Line Keys
Device State:
Idle
Softkeys that display when the phone is idle
CISCO IP PHONE SPA502G
29/10 14:50
cisco504g
redial
cfwd
dnd
dir
1
2
3
4
Reset Idle layout
More keys
Back
Save

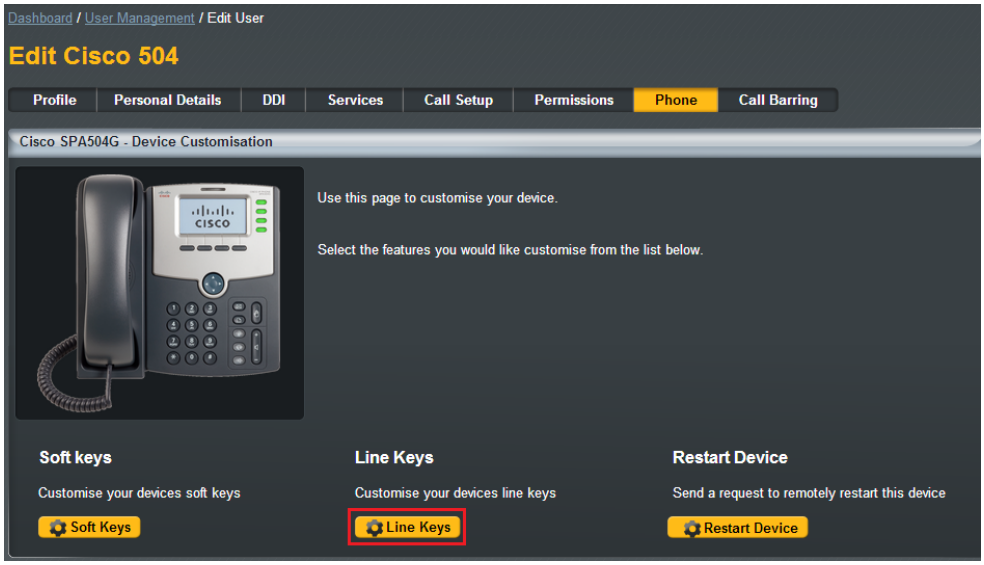
# 3.0 Customisation Options for the Cisco 504

## 3.1 Assigning a Speed Dial to a line key.

Go to the Dashboard, then Users, then Edit and then Phone Tab

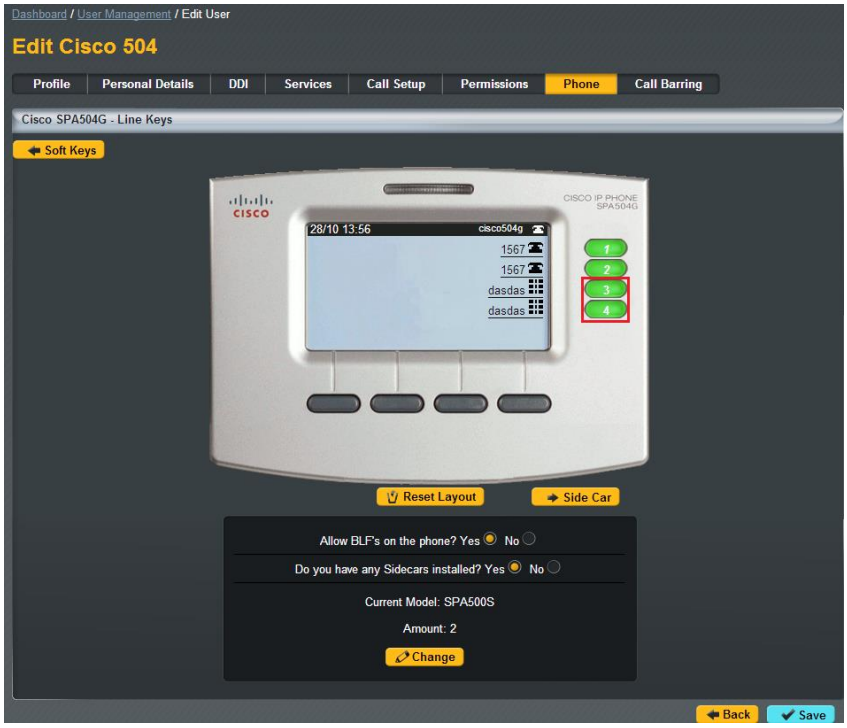
Click Device Customisation Button

Click Line Key Button

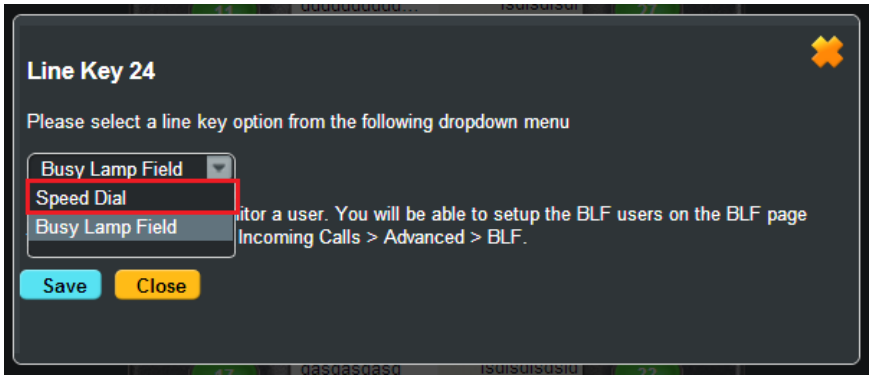



Click on a line key.

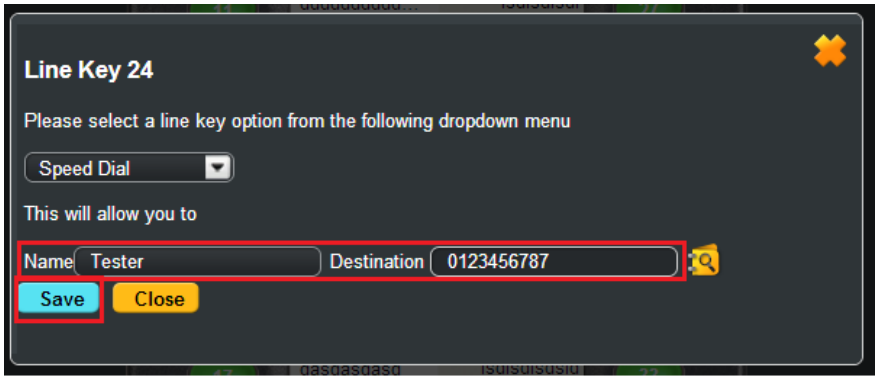
Line Keys 1 and 2 are disabled as they are a part of the line appearance, which shows the users dialling extension




A window will popup. Select the speed dial option from the dropdown


Line Key 24
Please select a line key option from the following dropdown menu
Busy Lamp Field
Speed Dial
Busy Lamp Field
itor a user. You will be able to setup the BLF users on the BLF page
Incoming Calls > Advanced > BLF.
Save
Close

Enter your speed dial name and number




Please note that the Horizon interface will validation the data entered for items such as empty name or number, invalid number or special characters. For more information, please see section 8.

The Horizon interface will update the label for the line key with the entered speed dial name

Click Save to restart the device

If the user does not click save the new device configuration (containing the speed dial) will be applied at midnight.

When saving, this will send a request to the device to automatically restart the device. If the phone is currently in an active state, for example a phone call, it will wait till it becomes inactive.

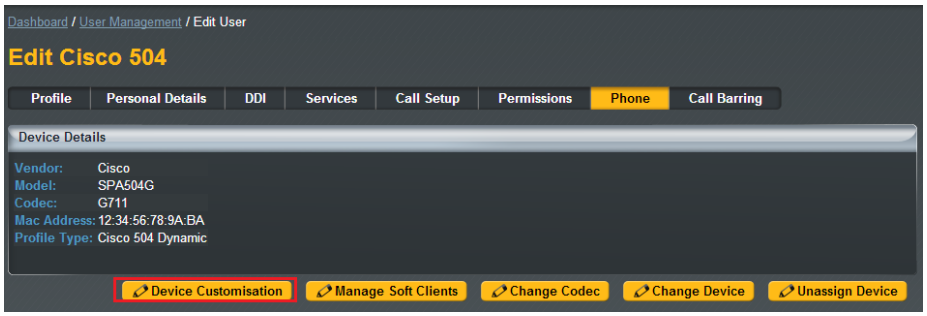
## 3.2 Resetting layout

It is worth noting that when resetting the layout, the device's configuration will be stripped of all speed dials configured. However any BLF users will still be present.

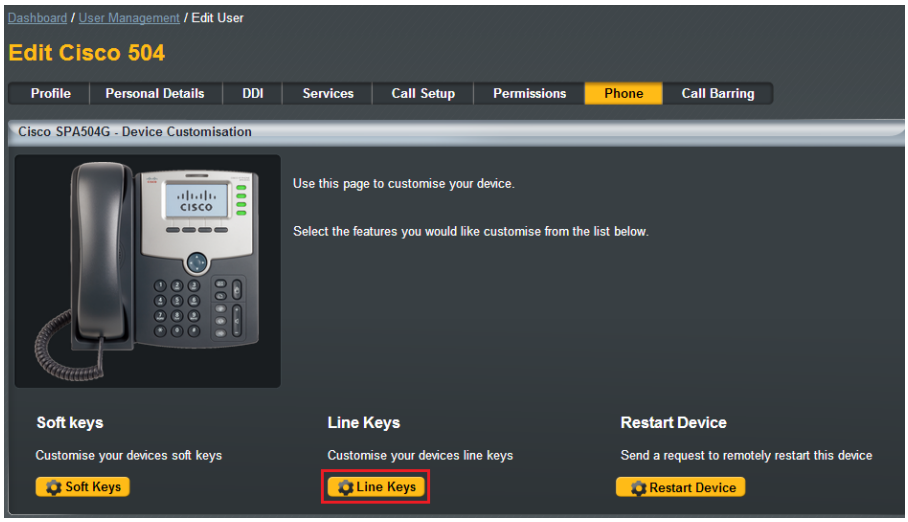
Each of the reset layout buttons are for the screen only. So for example clicking reset layout on the device screen will only affect that screen and not the side cars.

Go to the Dashboard, then Users, then Edit and then Phone tab

Click Device Customisation Button

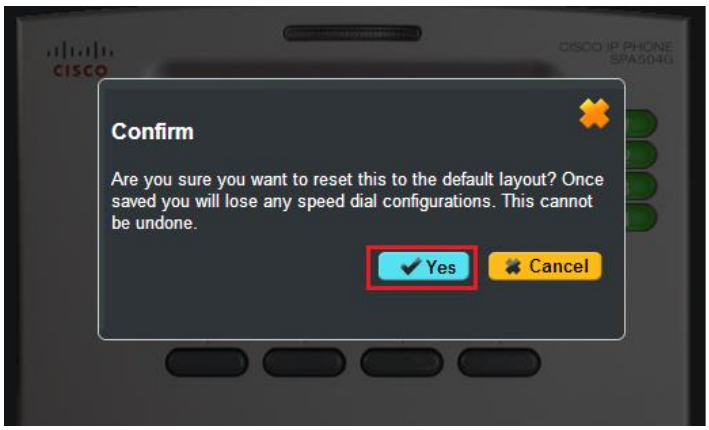



Click Line Key Button




Click the ‘Reset Layout’ soft key

A window will appear confirming what will be reset

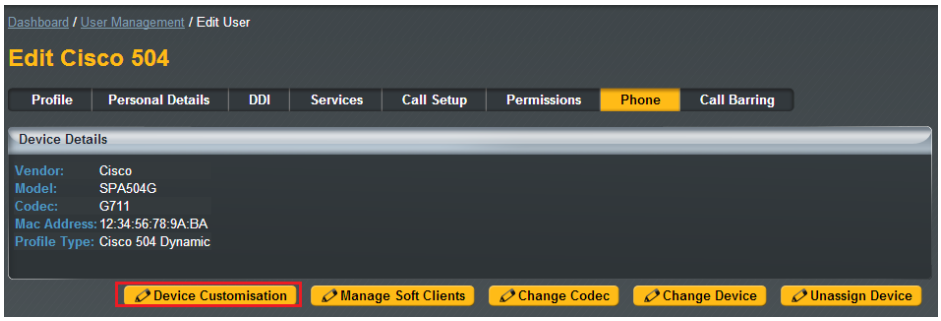

Confirm
Are you sure you want to reset this to the default layout? Once saved you will lose any speed dial configurations. This cannot be undone.
Yes
Cancel

Click save

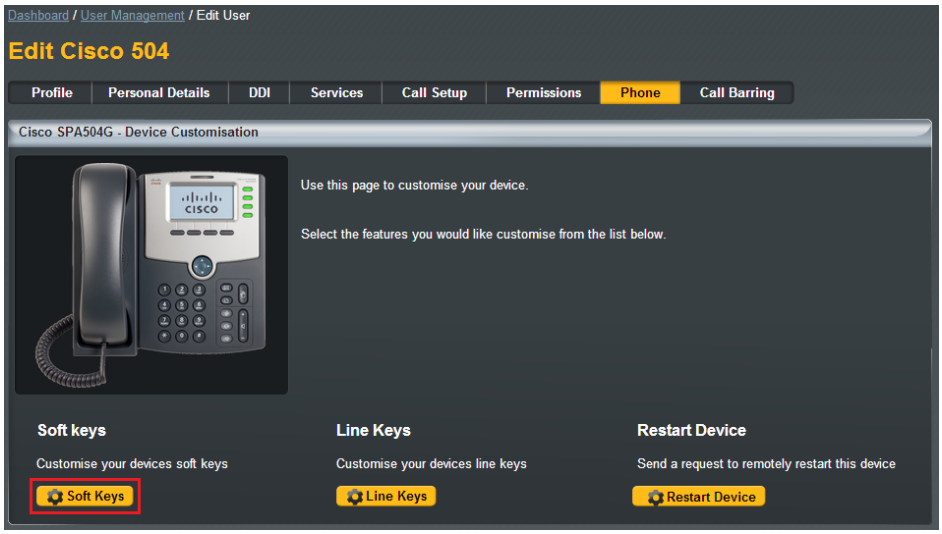
## 3.3 Assigning Soft Key Options

Click on Dashboard, then Users, then Edit and finally Phone tab

Click 'Device Customisation' Button



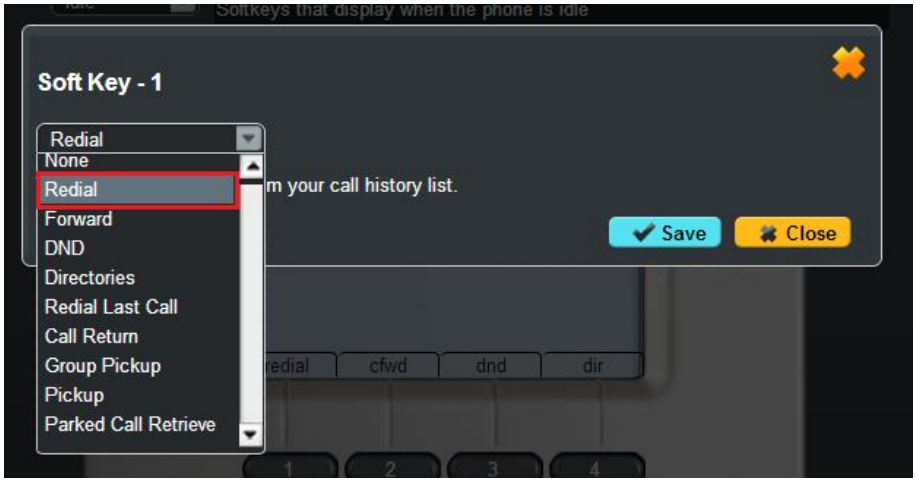

Click 'Soft Key' Button




The user can select the device state for which to configure the soft keys

Click on a soft key.

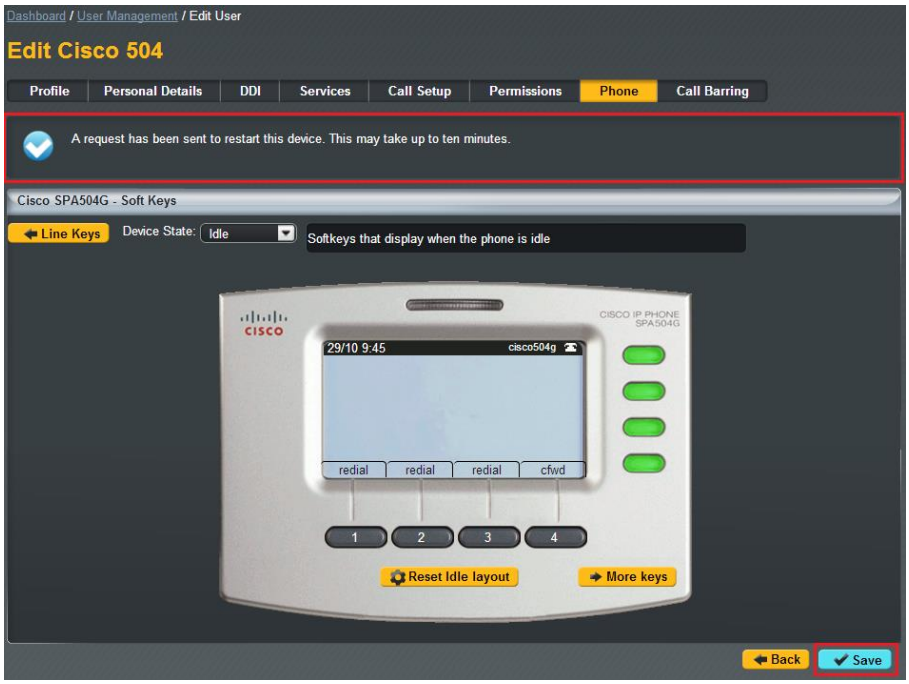
A window will popup. Select a soft key option




Click Save

The Horizon interface will update the label for the soft key with the selected value.

Click Save to restart the device




If the user does not click save, the new device configuration (containing the speed dial) will be applied at midnight.

The "more" button can be clicked in order to apply options to the other soft keys on the device

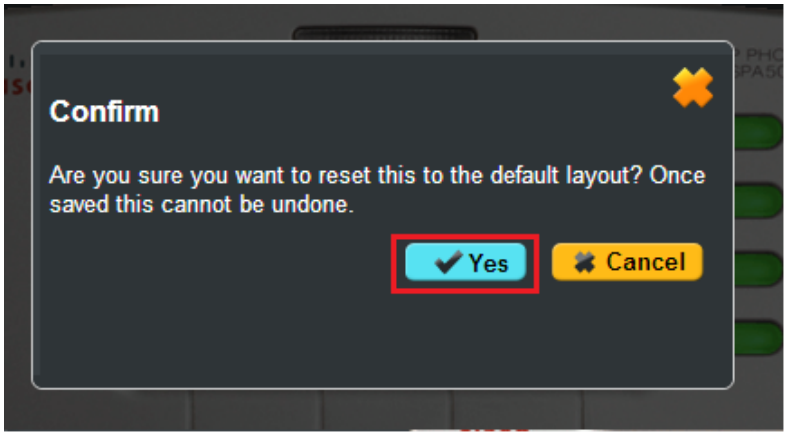
## 3.4 Resetting the soft key layout

Click on Dashboard, then Users, then Edit and finally Phone tab

Click on Device Customisation and then Soft Keys

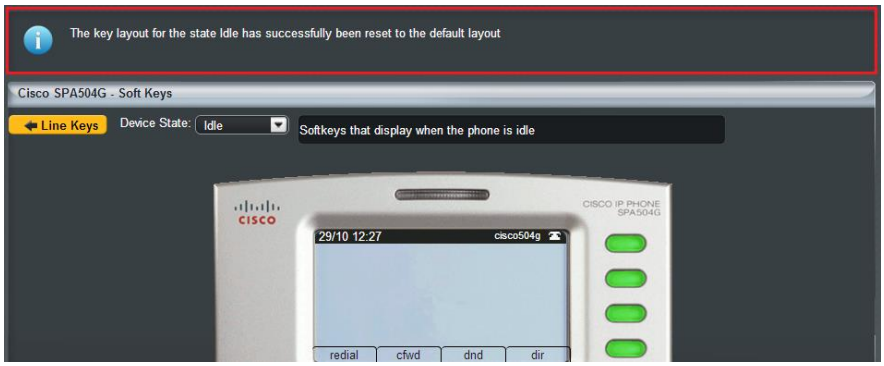
Click the 'Reset <Device State> Layout' Button

A window will appear informing what will be reset

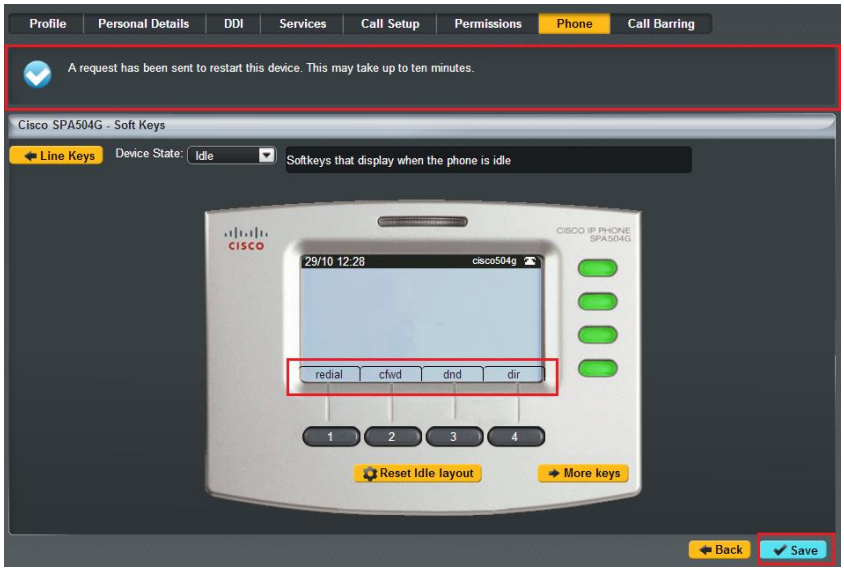



Click Yes

The Horizon interface will reset the layout for that state and the configuration file will update




Click Save to restart the device

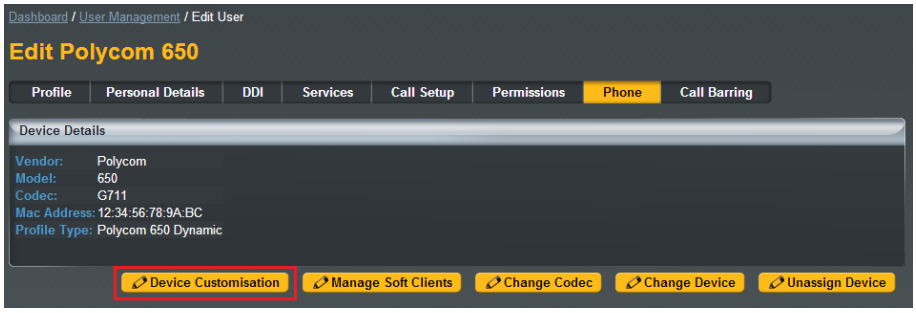

Profile
Personal Details
DDI
Services
Call Setup
Permissions
Phone
Call Barring
A request has been sent to restart this device. This may take up to ten minutes.
Cisco SPA504G - Soft Keys
Line Keys
Device State:
Idle
Softkeys that display when the phone is idle
CISCO IP PHONE SPA504G
29/10 12:28
cisco504g
redial
cfwd
dnd
dir
1
2
3
4
Reset Idle layout
More keys
Back
Save

# 4.0 Customisation Options for the Polycom 650

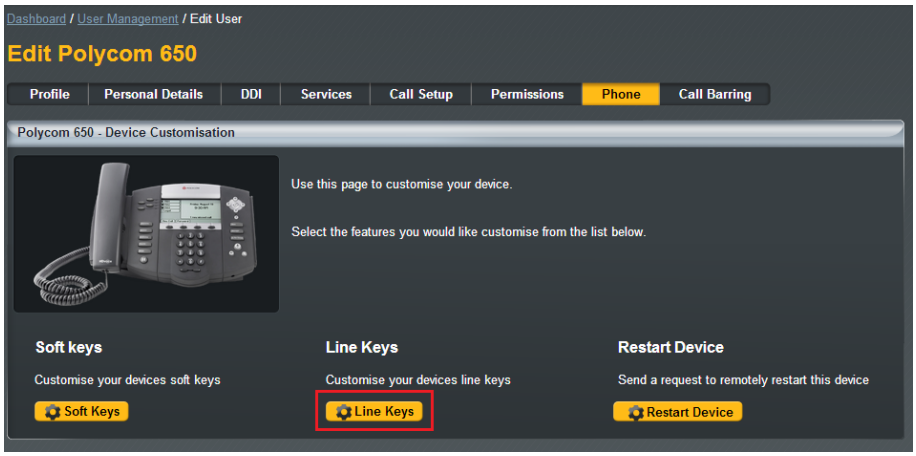
## 4.1 Assigning a Speed Dial to a line key.

Go to the Dashboard, then Users, then Edit and then Phone tab

Click Device Customisation Button

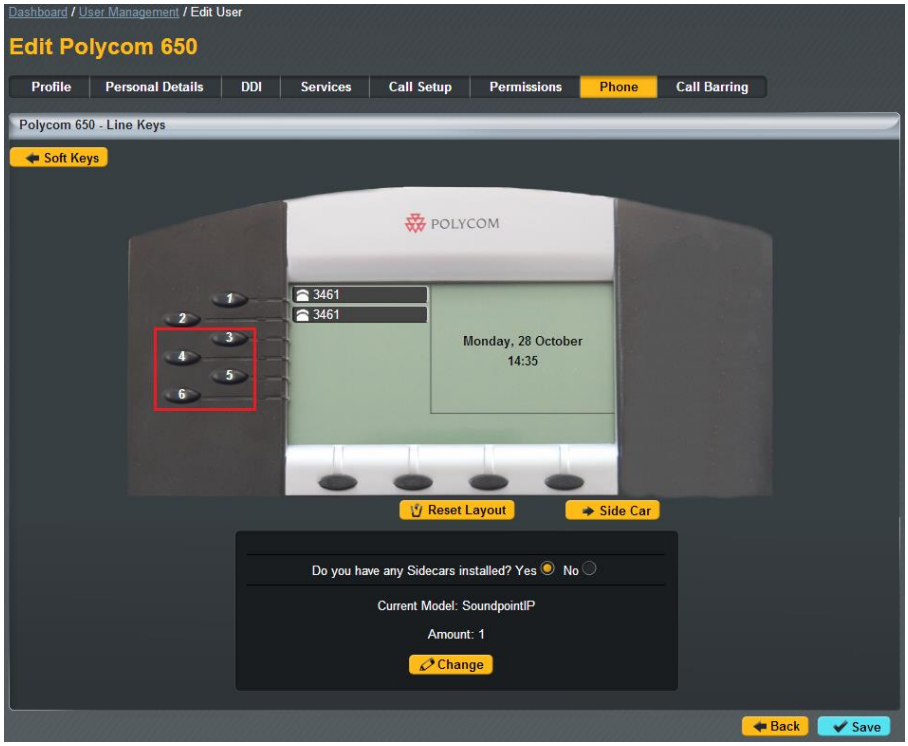



Click Line Key Button

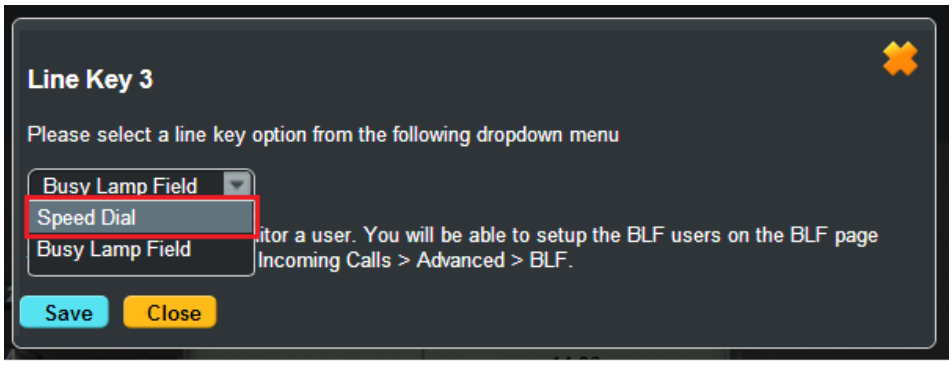



Click on a line key.

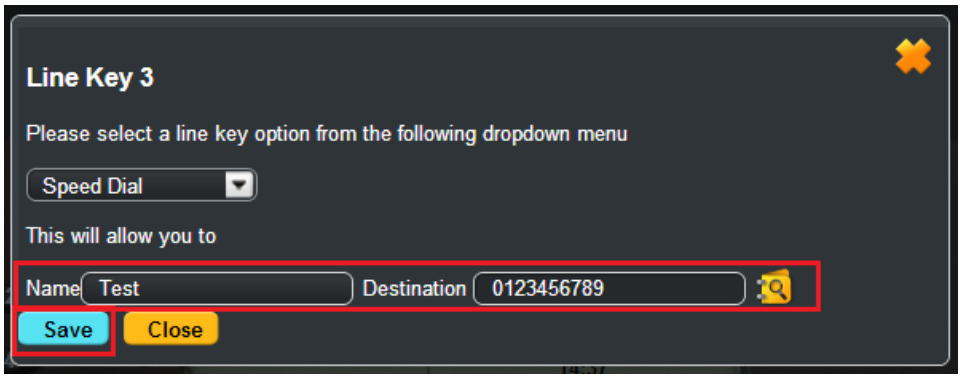
Line Keys 1 and 2 are disabled as they are a part of the line appearance, which shows the users dialling extension



A window will popup. Select the speed dial option from the dropdown


Line Key 3
Please select a line key option from the following dropdown menu
Busy Lamp Field
Speed Dial
Busy Lamp Field
itor a user. You will be able to setup the BLF users on the BLF page
Incoming Calls > Advanced > BLF.
Save
Close

Enter your speed dial name and number

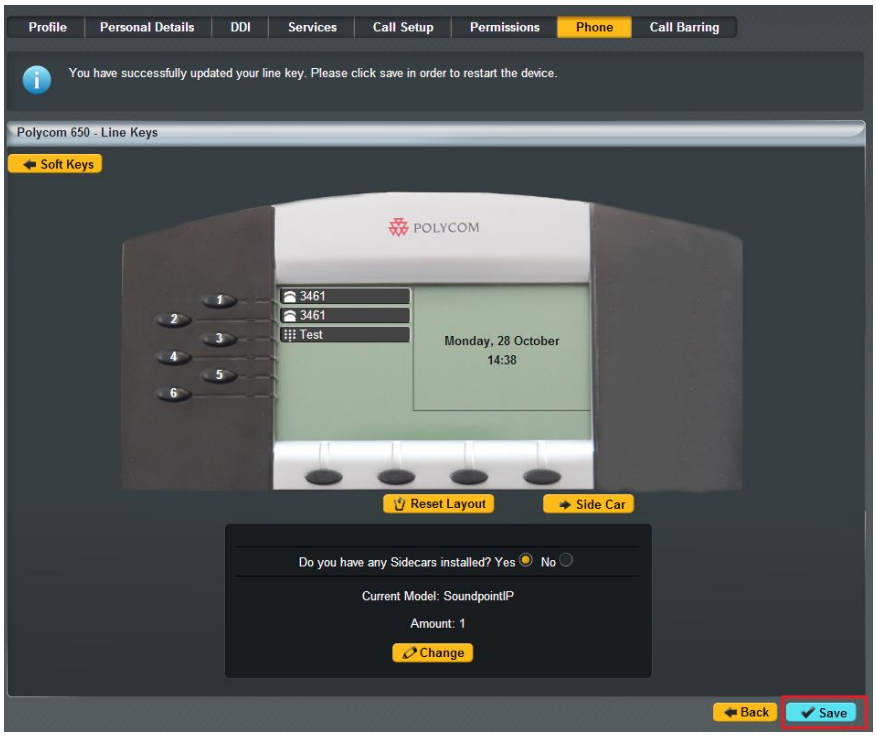



Please note that the Horizon interface will validation the data entered for items such as empty name or number, invalid number or special characters. For more information, please see section 8

The Horizon interface will update the label for the line key with the entered speed dial name

Click Save to restart the device

If the user does not click save the new device configuration (containing the speed dial) will be applied at midnight.



When saving this will send a request to the device to automatically restart the device. If the phone is currently in an active state, for example a phone call, it will wait till it becomes inactive.

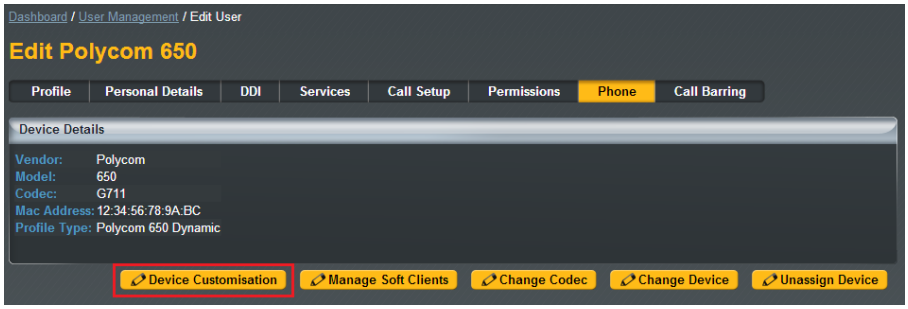
## 4.2 Resetting layout

It is worth noting that when resetting the layout, the device's configuration will be stripped of all speed dials configured. However any BLF users will still be present

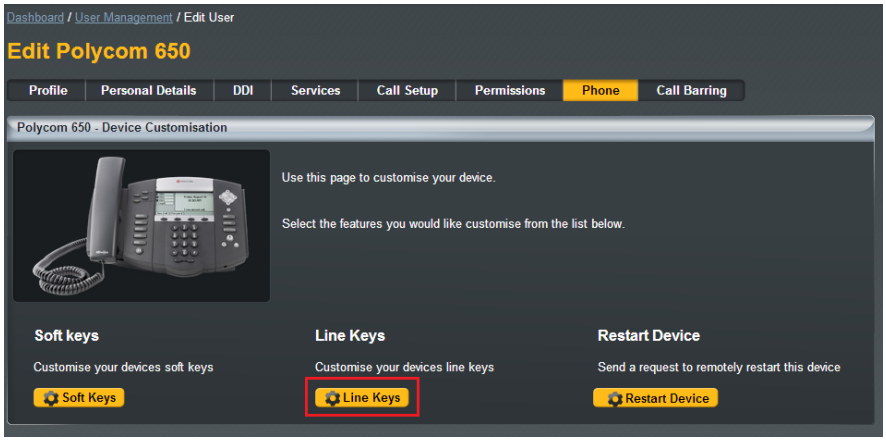
Each of the reset layout buttons are for the screen only. So for example clicking reset layout on the device screen will only affect that screen and not the side cars

Go to the Dashboard, then Users, then Edit and then Phone tab

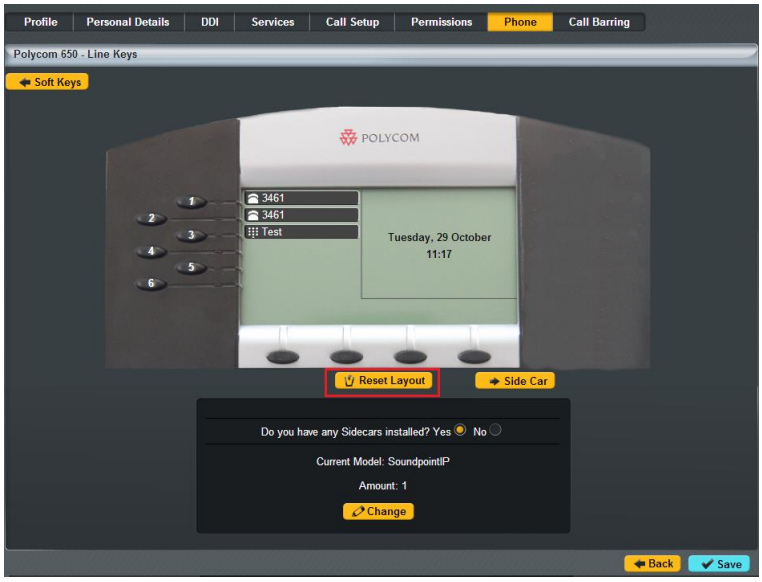
Click Device Customisation Button



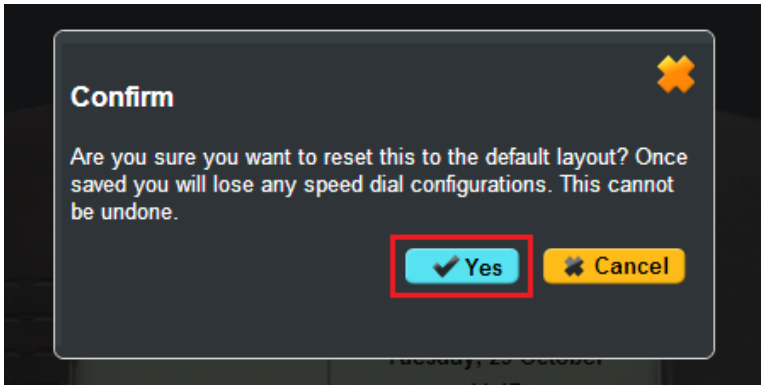

Click Line Key Button



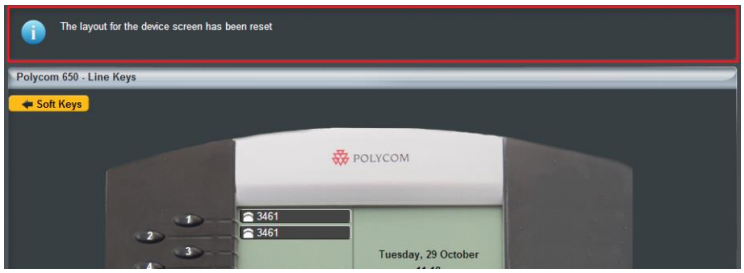

Click the ‘Reset Layout’ soft key



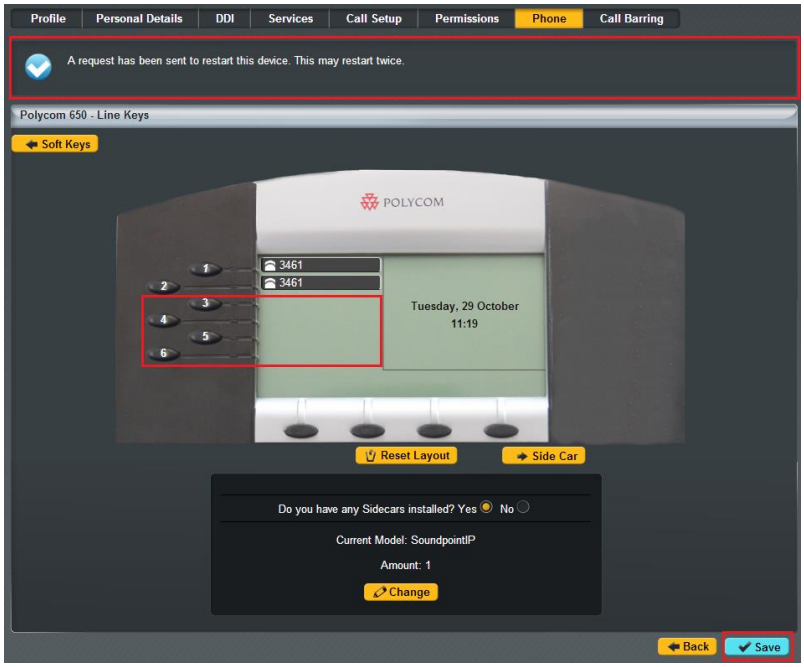

A window will appear confirming what will be reset


Confirm
Are you sure you want to reset this to the default layout? Once saved you will lose any speed dial configurations. This cannot be undone.
Yes
Cancel

Click yes



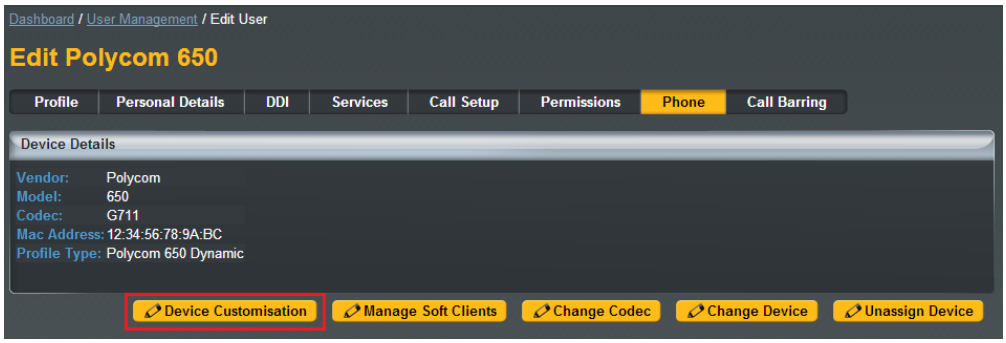

Click save



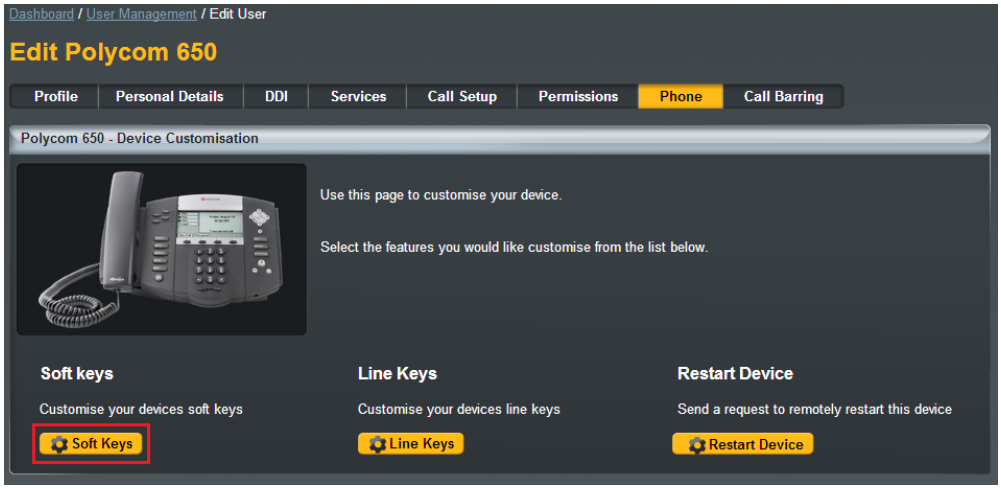

## 4.3 Assigning Soft Key Options

Click Dashboard, then Users, then Edit and finally Phone tab

Click 'Device Customisation' Button



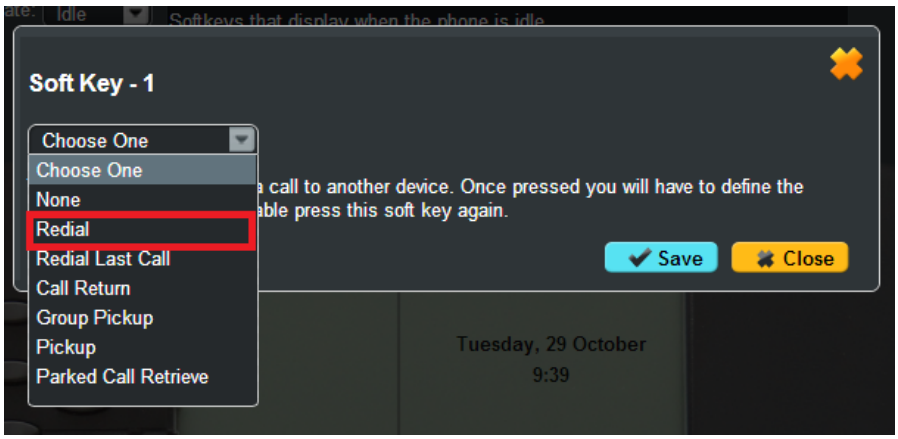

Click 'Soft Key' Button



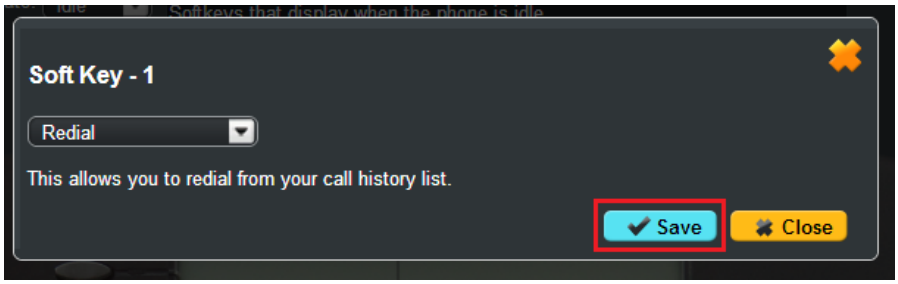

The user can select the device state for which to configure the soft keys

Click on a soft key.

A  window will popup. Select a soft key option

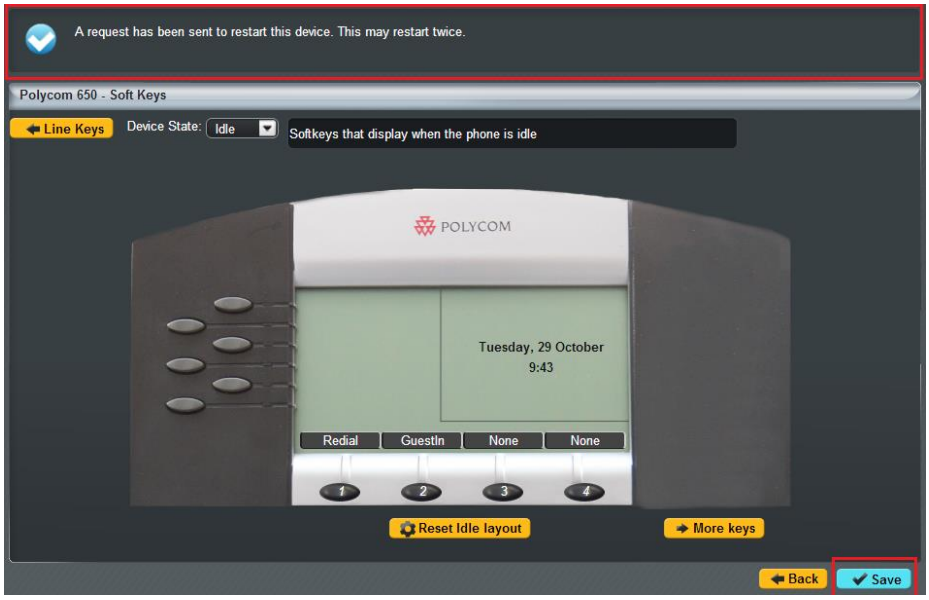



Click Save




The Horizon interface will update the label for the soft key with the selected Value.

Click Save to restart the device




If the user does not click save the new device configuration (containing the speed dial) will be applied at midnight.

The "more" button can be clicked in order to apply options to the other soft keys on the device

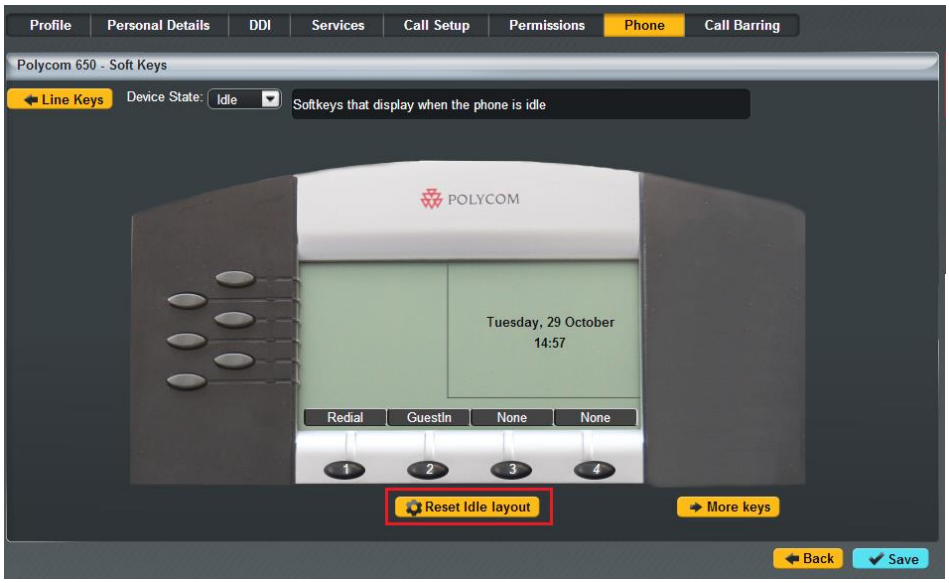
## 4.4 Resetting the soft key layout

Click on Dashboard, then Users, then Edit and finally Phone tab

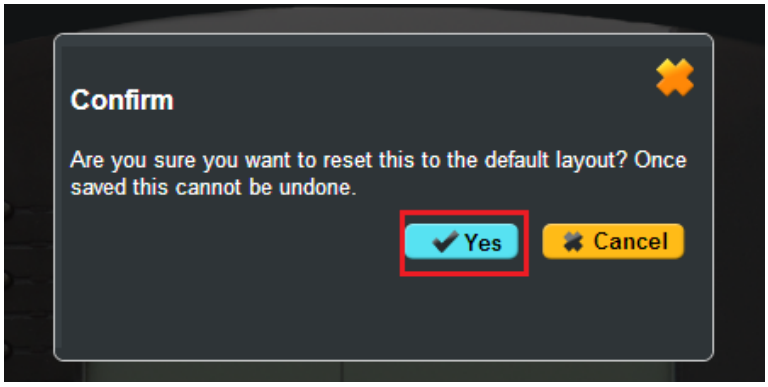
Click on Device Customisation

Click on Soft Keys

Click the 'Reset <Device State> Layout' Button

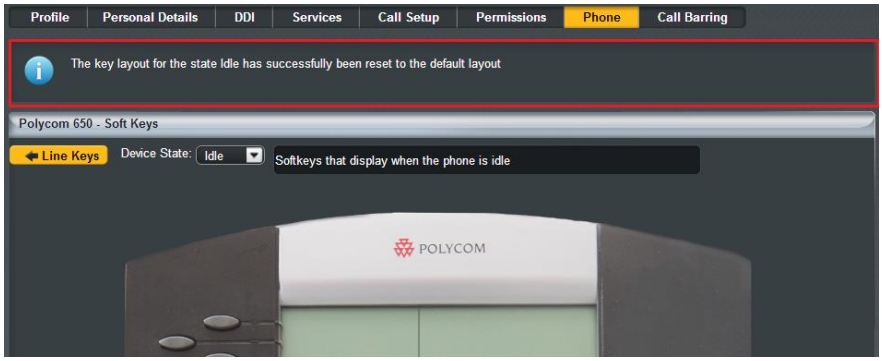



A window will appear informing what will be reset

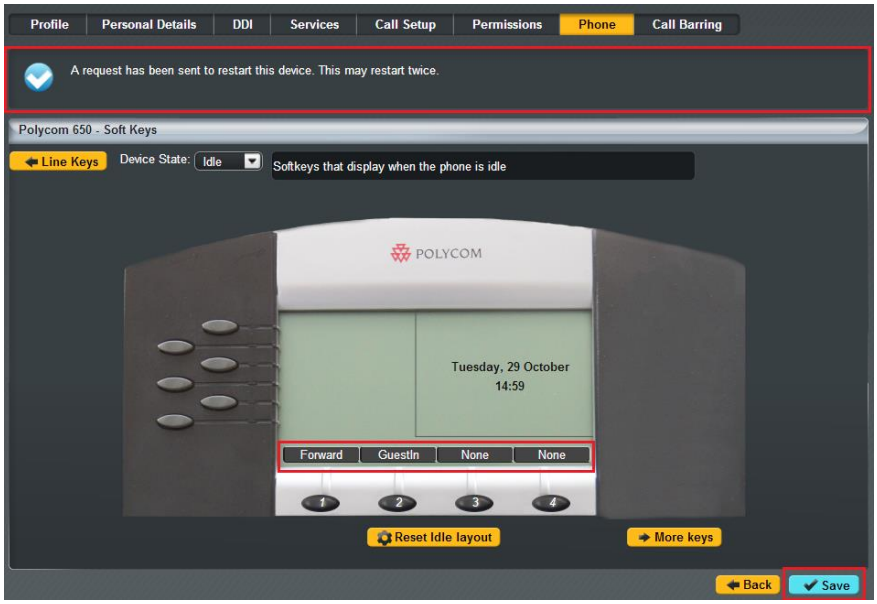



Click Yes

The Horizon interface will reset the layout for that state and the configuration file will update




Click Save to restart the device



# 5.0 Customisation Options for the Soundpoint IP side car

## 5.1 Assigning Speed Dial to a side car line key

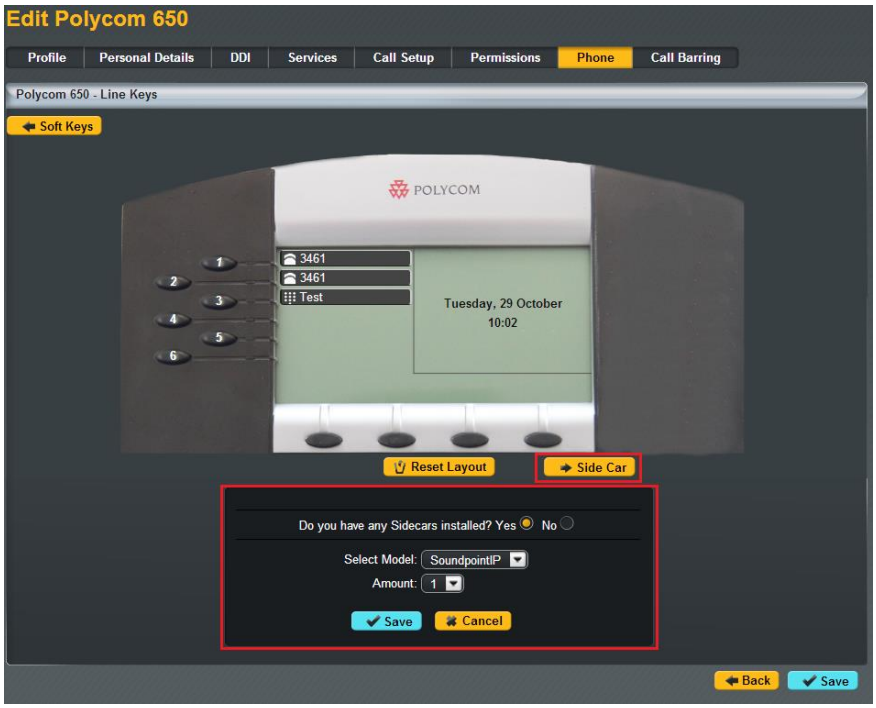
Go to the User List, then Edit, then Phone tab

Click Device Customisation Button

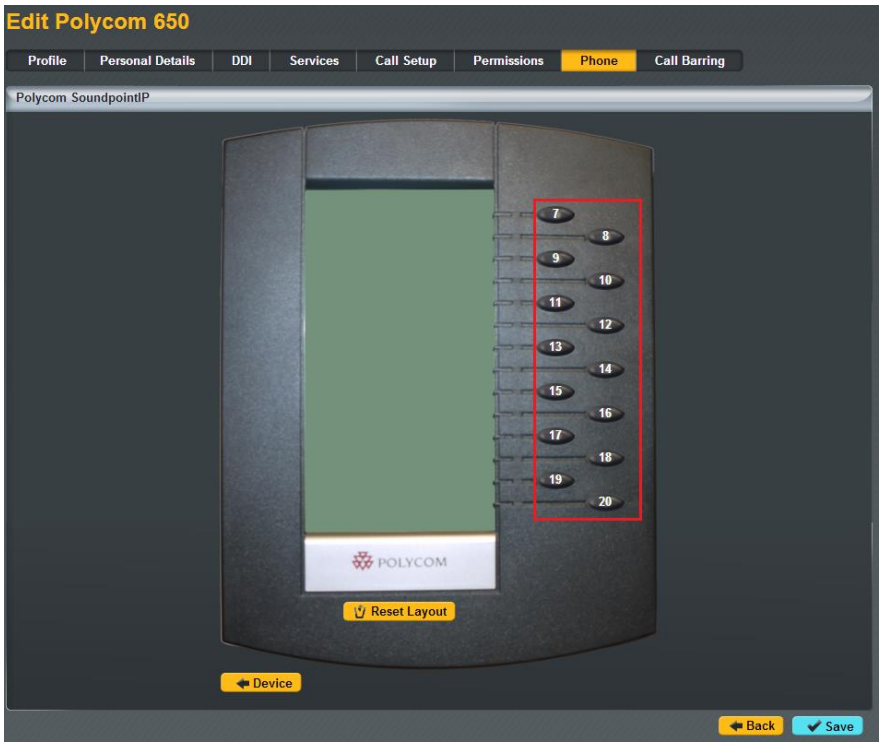
Click Line Keys screen

Assign a side car if not already done

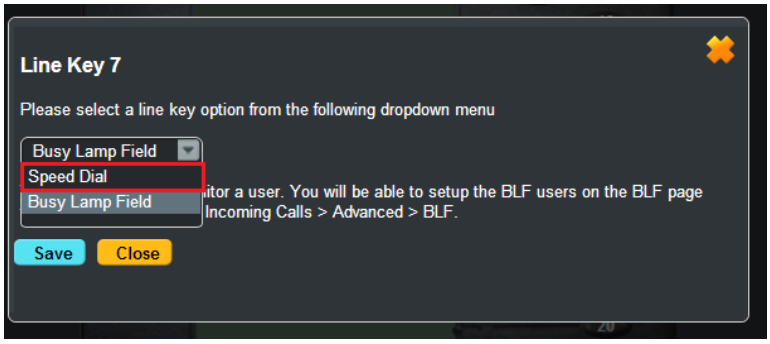
Click the side car button




Click on a line key number

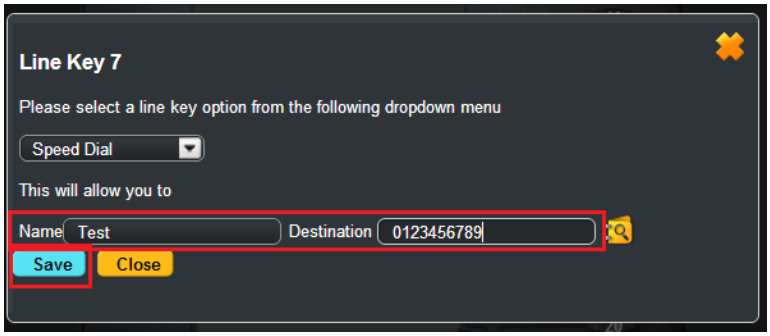



Select the speed dial option from the dropdown

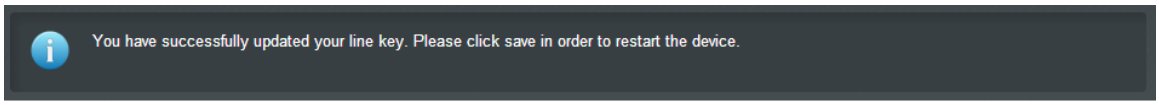

Line Key 7
Please select a line key option from the following dropdown menu
Busy Lamp Field
Speed Dial
Busy Lamp Field
itor a user. You will be able to setup the BLF users on the BLF page
Incoming Calls > Advanced > BLF.
Save
Close

Please note that the Horizon interface will validation the data entered for items such as empty name or number, invalid number or special characters. For more information, please see section 8

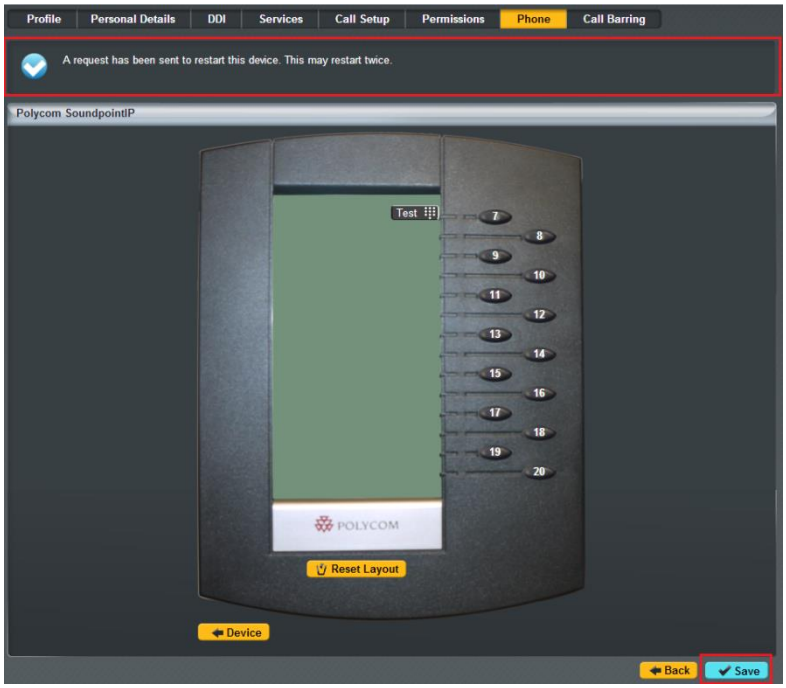
Note that the user can assign shortcuts to options such as *83




Click the save button to update the configuration




Click save on device screen to restart the device in order to download the latest configuration




If not restarted the configuration will be downloaded at midnight

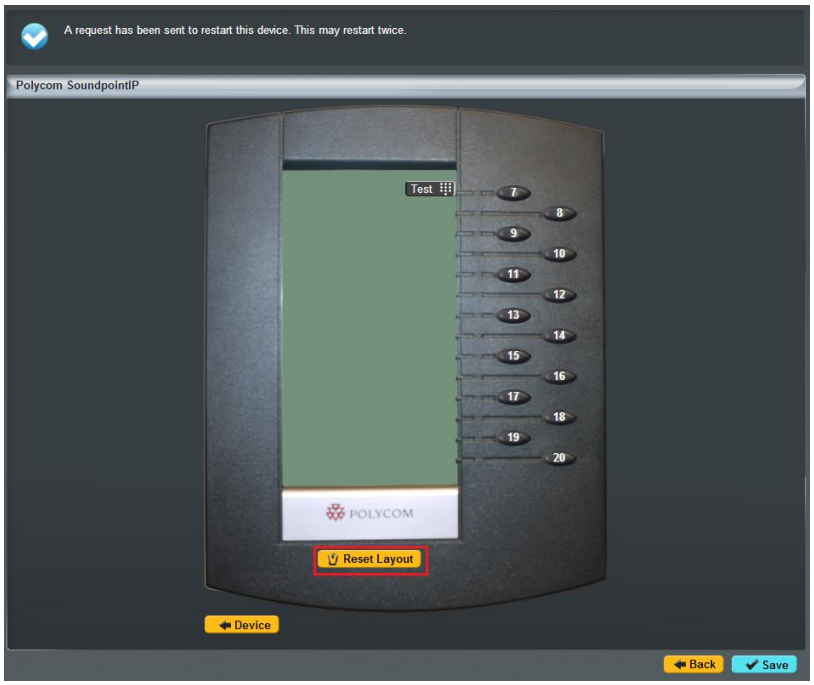
## 5.2 Resetting layout

Go to the User List, then Edit, then Phone tab

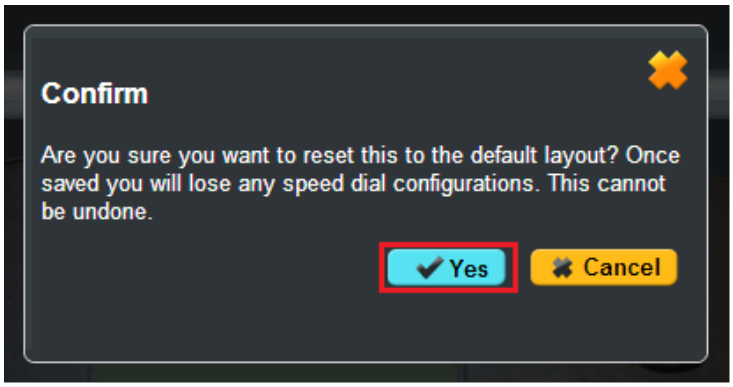
Click Device Customisation Button

Click Side Car

Click Reset Layout

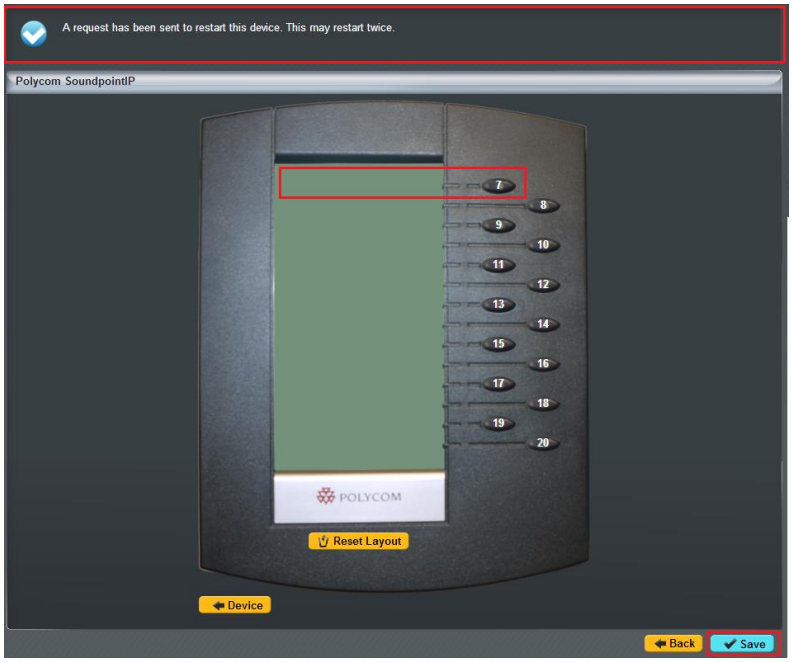



A window will appear to confirm the action and a description on what will happen


Confirm
Are you sure you want to reset this to the default layout? Once saved you will lose any speed dial configurations. This cannot be undone.
Yes
Cancel

Click Yes

The configuration file will remove any speed dials that have been assigned to that selected side car.




Click save on side car page to restart the device in order for the changes to appear on the device.

If save is not clicked the device will automatically restart at midnight and download the updated configuration file.

# 6.0 Customisation options on the SPA500S side car

## 6.1 Assigning Speed Dial to a side car line key

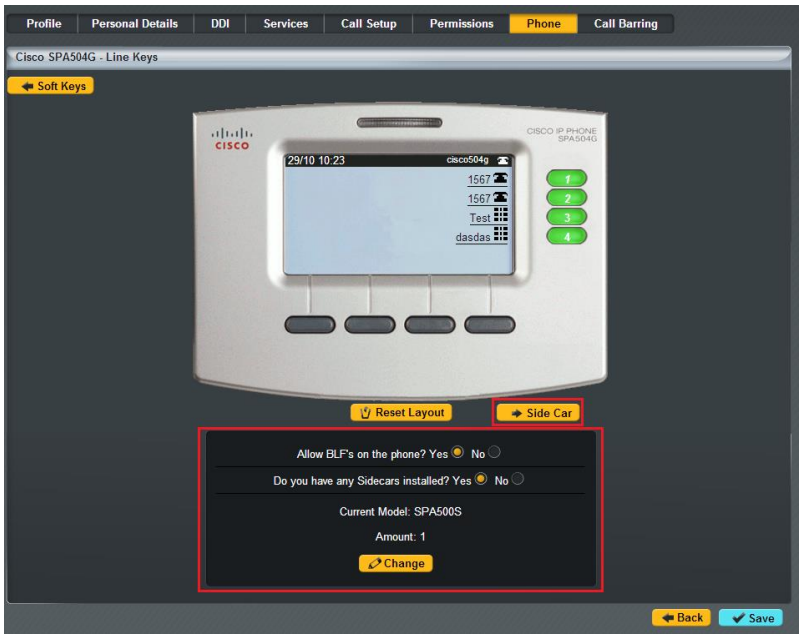
Go to the User List, then Edit, then Phone tab

Click Device Customisation Button

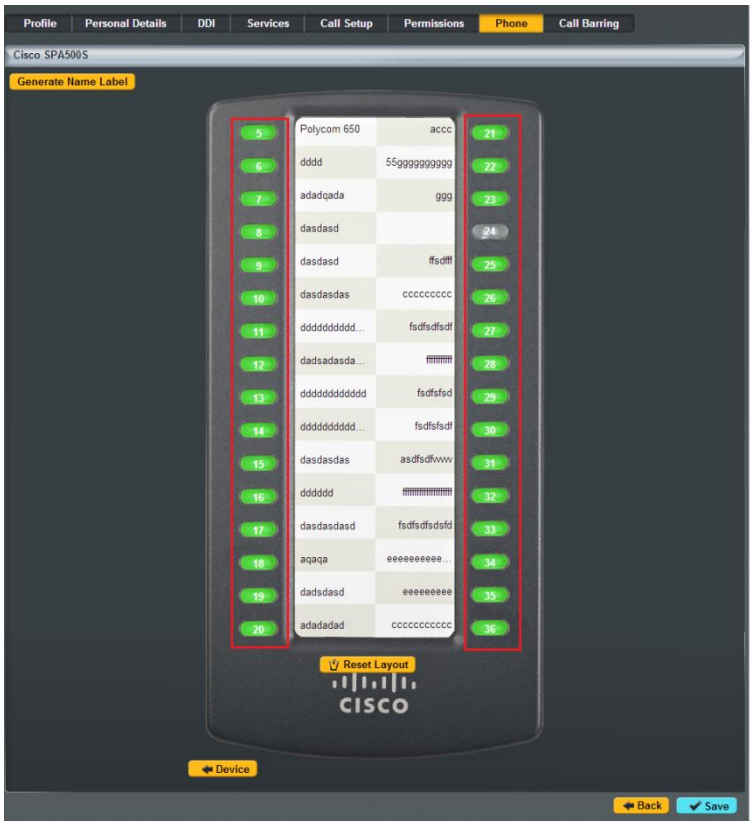
Click Line Keys screen

Assign a side car if not already done

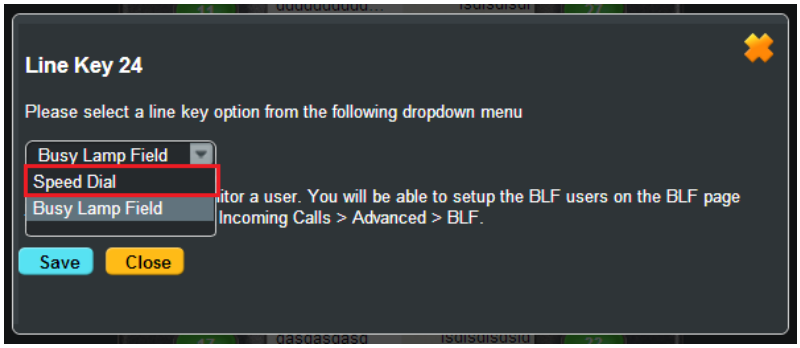
Click the side car button




Click on a line key number

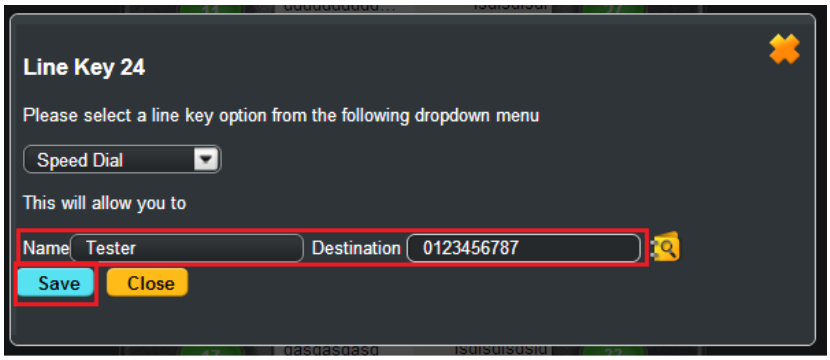



Select the speed dial option from the dropdown

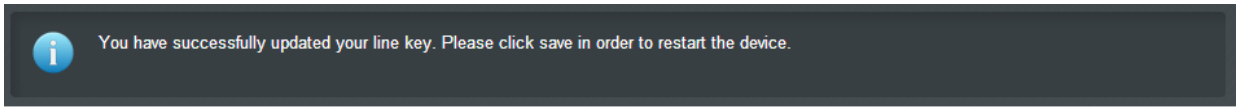

Line Key 24
Please select a line key option from the following dropdown menu
Busy Lamp Field
Speed Dial
Busy Lamp Field
itor a user. You will be able to setup the BLF users on the BLF page
Incoming Calls > Advanced > BLF.
Save
Close

Please note that the Horizon interface will validation the data entered for items such as empty name or number, invalid number or special characters. For more information, please see section 8

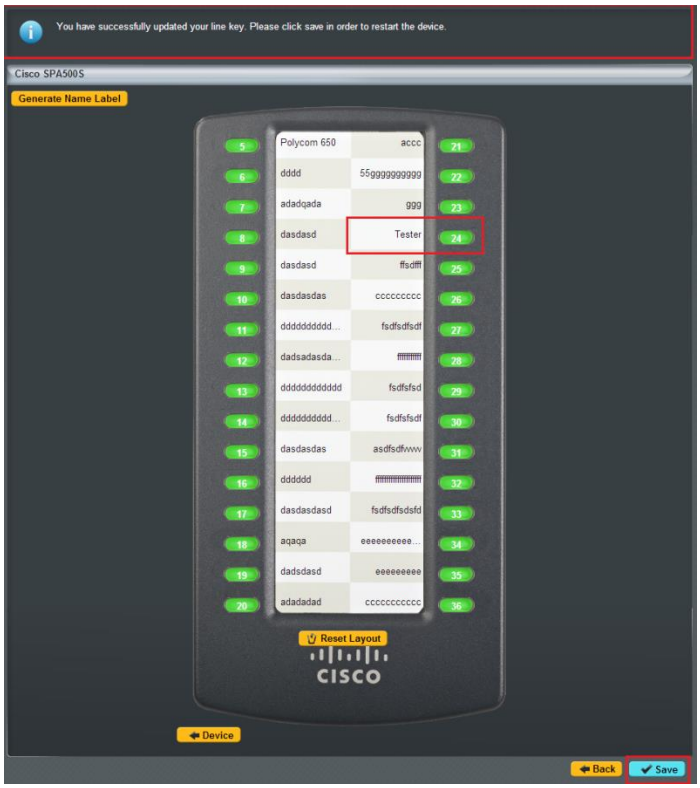
Note that the user can assign shortcuts to options such as *83




Click the save button to update the configuration




Click save on device screen to restart the device in order to download the latest configuration




If not restarted the configuration will be downloaded at midnight

It should be noted that it is possible to print the label for the line keys by clicking the ‘Generate name label’ button.

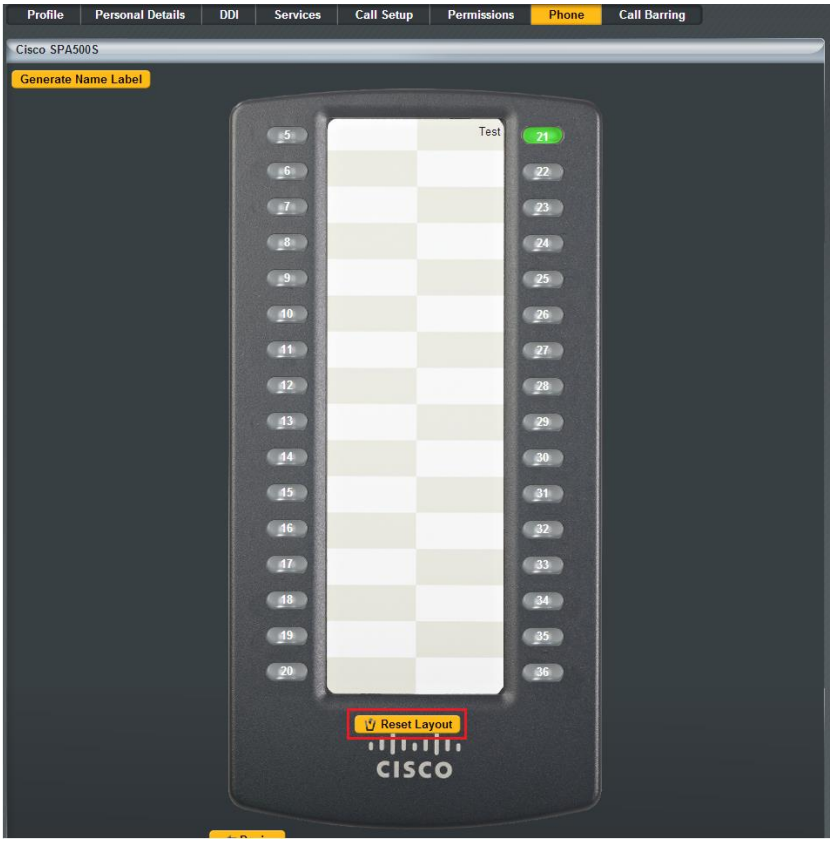
## 6.2 Resetting layout

Go to the User List, then Edit, then Phone tab

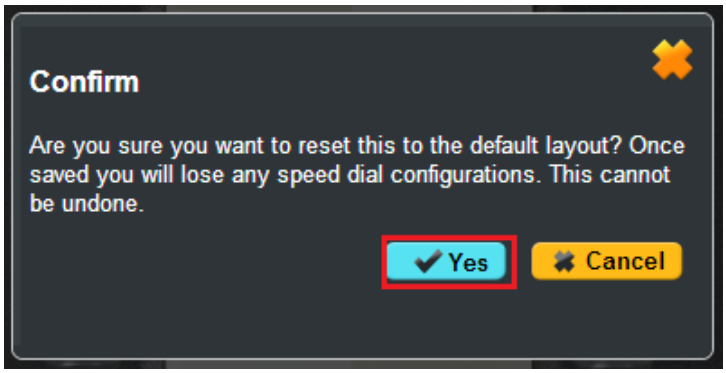
Click Device Customisation Button

Click Side Car

Click Reset Layout




A window will appear to confirm the action and a description on what will happen

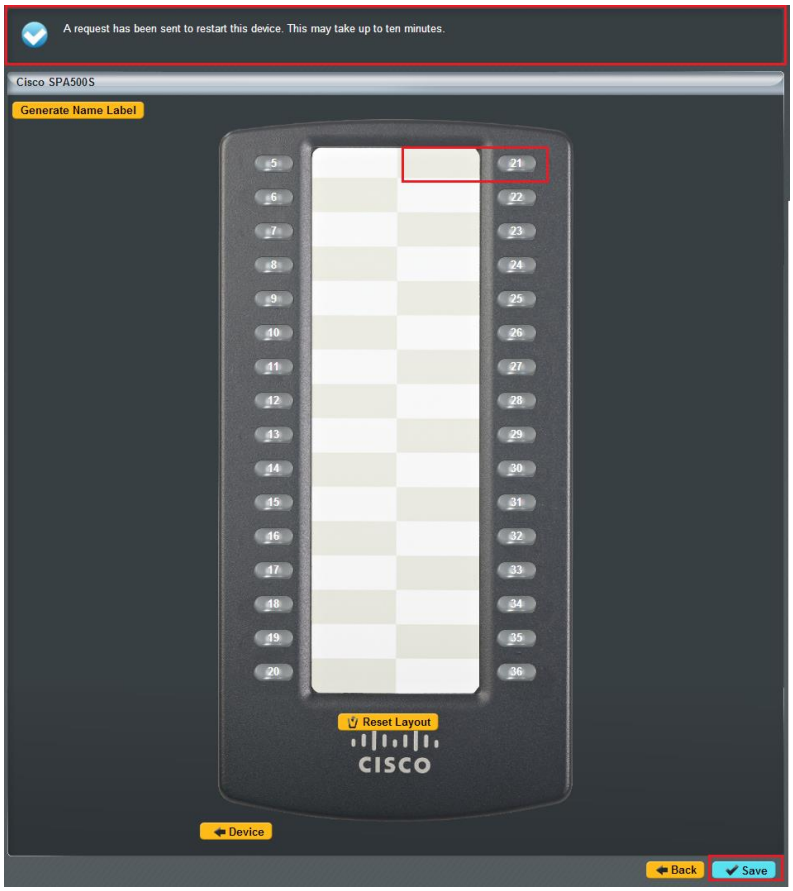

Confirm
Are you sure you want to reset this to the default layout? Once saved you will lose any speed dial configurations. This cannot be undone.
Yes
Cancel

Click Yes

The configuration file will remove any speed dials that have been assigned to that selected side car.

Click save on side car page to restart the device in order for the changes to appear on the device.

If save is not clicked the device will automatically restart at midnight and download the updated configuration file.



# 7.0 Customisation Options for the SPA500DS side car

## 7.1 Assigning Speed Dial to a side car line key

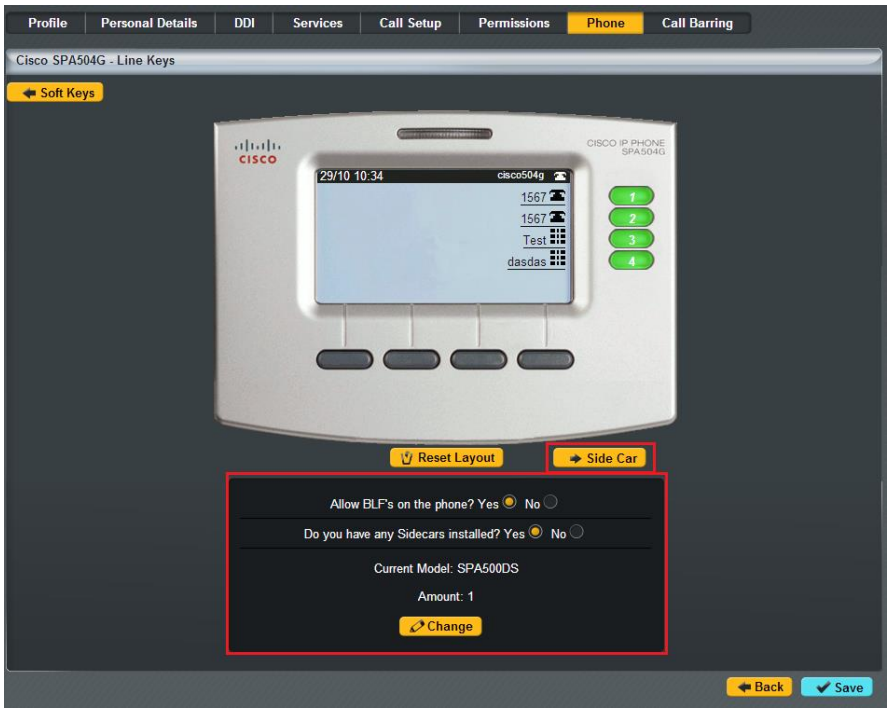
Go to the User List, then Edit, then Phone tab

Click Device Customisation Button

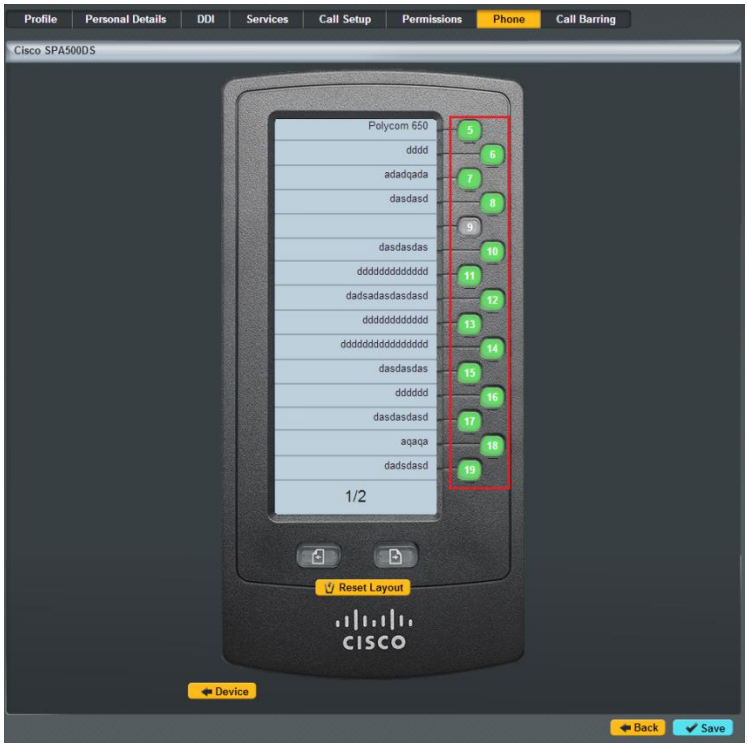
Click Line Keys screen

Assign a side car if not already done

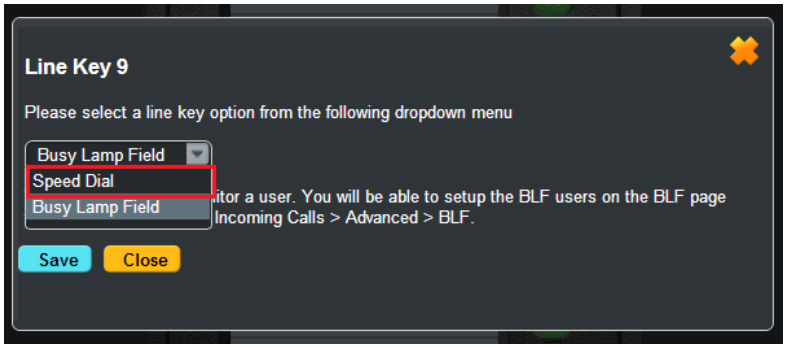
Click the side car button




Click on a line key number



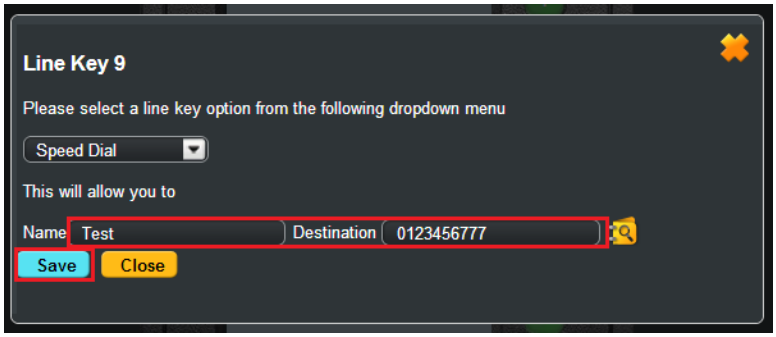

Select the speed dial option from the dropdown


Line Key 9
Please select a line key option from the following dropdown menu
Busy Lamp Field
Speed Dial
Busy Lamp Field
itor a user. You will be able to setup the BLF users on the BLF page
Incoming Calls > Advanced > BLF.
Save
Close

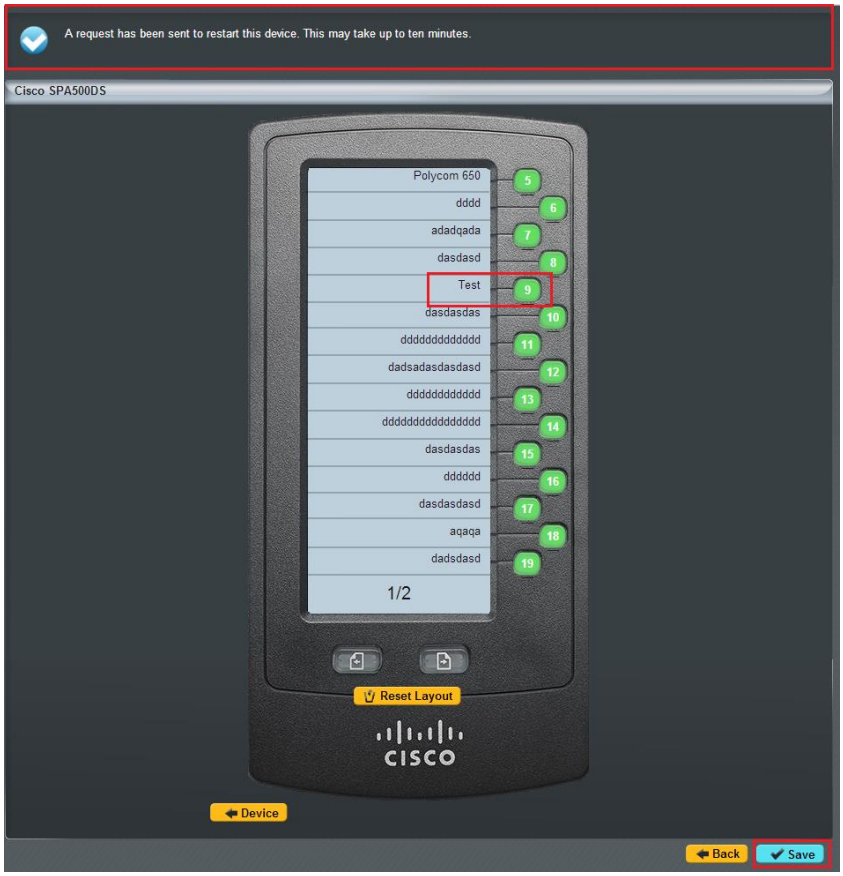
Please note that the Horizon interface will validation the data entered for items such as empty name or number, invalid number or special characters. For more information, please see section 8

Note that the user can assign shortcuts to options such as *83

Click the save button to update the configuration




Click save on device screen to restart the device in order to download the latest configuration




If not restarted the configuration will be downloaded at midnight

## 7.2 Resetting layout

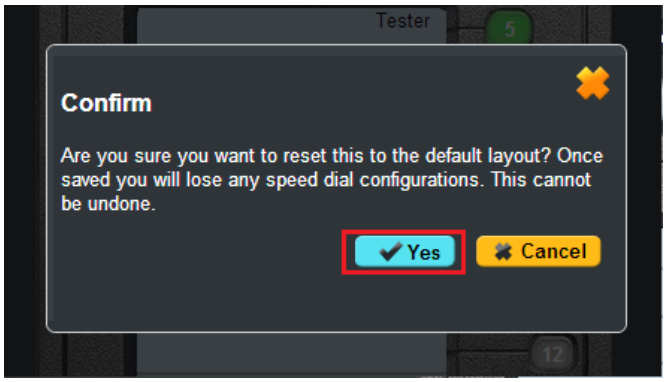
Go to the User List, then Edit, then Phone tab

Click Device Customisation Button

Click Side Car

Click Reset Layout

A window will appear to confirm the action and a description on what will happen


Tester
Confirm
Are you sure you want to reset this to the default layout? Once saved you will lose any speed dial configurations. This cannot be undone.
Yes
Cancel

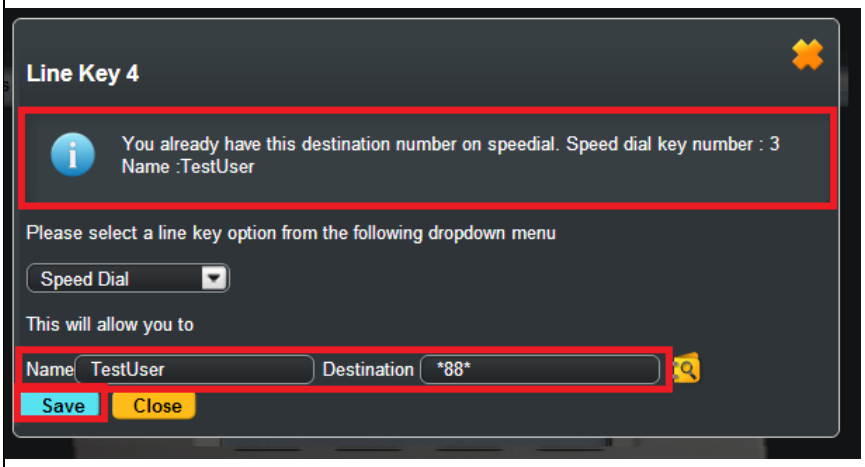
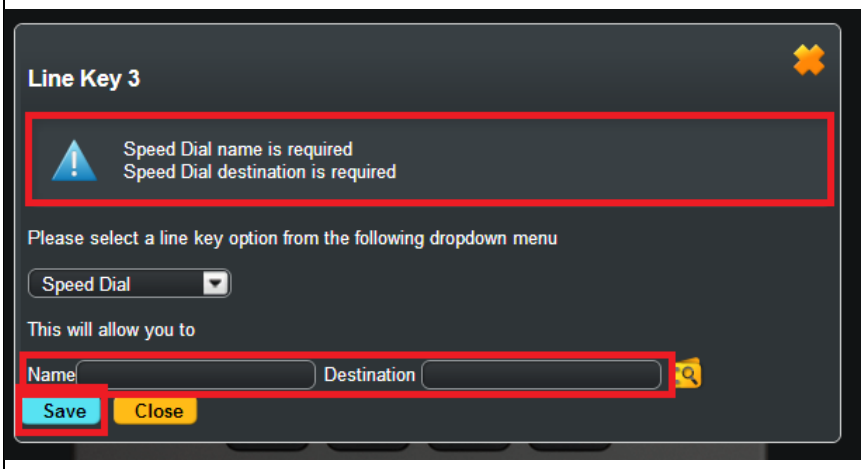
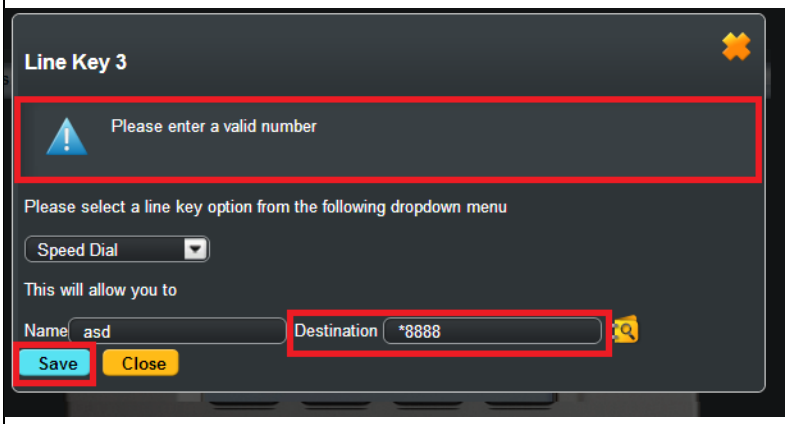
Click Yes

The configuration file will remove any speed dials that have been assigned to that selected side car.

Click save on side car page to restart the device in order for the changes to appear on the device.

If save is not clicked the device will automatically restart at midnight and download the updated configuration file.

## 8.0 Validations when entering Speed Dials

| Validation Type | Description |
|---|---|
| Duplicate Entry | When a user tries to add a number that has already been assigned to a line key, it will inform the user the location of the line key. The user can have duplicate names<br>  |
| Empty Fields | Checks to make sure the fields are not empty<br>  |
| Invalid Number / Invalid FAC | Uses the following regex ((^([#*]{1}))((([#*]{1})$)((?!^.*?([\\*\\#]).*\\1.*\\1.*$)([0-9\\s\\-])\|(([0-9\\s\\-]{1,3})([\\#*]){1}))\|([0-9s-]{1,3}([*#]){1})\|([0-9s-]{1,3}))\|([0-9s-])*$)<br>This regex will check to make sure the number is correct and also make sure that any FAC code that is entered conforms to the pattern<br>  |